

ECS Plumbing & Heating Privacy Policy

1. About This Policy

ECS Plumbing & Heating Ltd is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This policy outlines how we aim to achieve this and includes the information collected when:

- You use our website (www.ecsplumbing.co.uk)
- You make enquiries via our website
- Someone is interested in working with us

By using our website, you therefore consent to the collection and use of your personal information by us as detailed in this Privacy Policy.

2. Definition of Personal Data

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case, it means personal data that you give to us via our site.

By providing your personal data, you agree that we can use your personal data in accordance with this policy.

Ensure you understand this policy in its entirety and take your time to read it.

3. Who Are We?

ECS Plumbing & Heating Ltd, we cover all aspects of Plumbing, Heating, renewables & Air Conditioning work across Hampshire, Surrey & it's surrounding area's. Our company registration number is: 8837251.

Our registered office and main trading address is: The Stoneyard, Alton lane, Four Marks, Hampshire, GU34 5AJ.

Our registered VAT number is: 177740772.

4. How Do We Collect Information from You?

We collect information from you:

- When you make a booking
- When you email a general enquiry
- When you leave feedback or a review

5. What Type of Information is Collected from You?

When you make a booking, you will be asked to submit personal information. We collect this information, so we can fulfil your booking and provide you with the best level of service.

When you make a booking, ECS Plumbing & Heating Ltd collects information such as:

- Your name
- Your address
- Your telephone number
- Your email address (used for quotes, booking confirmation, invoicing, and feedback emails)
- Any comments/feedback you submit

6. Recruitment

You may submit your CV if you're interested in working for us to info@ecsplumbing.co.uk. This information may include:

- Personal details (name, address, phone numbers, email address, etc)
- Education details
- Employment history
- Salary history
- Other relevant details

We will use this information to assess your application. All unsuccessful applications will be destroyed within 30 working days. If you would like to be considered for future positions, we can keep your information on record for up to 12 months, given your written consent. You are free to withdraw your consent at any time in writing.

You can request our full privacy policy for applicants via info@ecsplumbing.co.uk.

7. How is Your Information Used?

Our use of your personal data will always have a lawful basis, either because it is necessary to complete a booking, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests.

We require the information outlined in the previous section to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- Sending you service emails (quotes, booking confirmation, feedback and service reminders)
- Improving our products and services

We may use the information to customise the website according to your interests.

8. Who Has Access to Your Information?

We employ a range of technologies to protect the information maintained on our systems from loss, misuse, unauthorised access or disclosure, alteration, or destruction. We will not sell, distribute, or lease your personal information to third parties. Any personal information we request from you will be safeguarded under current legislation.

We will endeavour to take all reasonable care, in so far as it is possible to do so, to keep your information secure, but, in the absence of negligence on our part we cannot be held liable for any loss if a third party procures unauthorised access to any data we hold.

You may choose to restrict the collection or use of your personal information at any point. Please refer to the 'Your Choices' section of this Privacy Policy for details.

9. Your Choices

We will not contact you for marketing purposes by email, phone or text message.

You have a right to request a copy of the personal information that ECS Plumbing & Heating Ltd holds about you and have any inaccuracies corrected. Any such requests should be made by email to: info@ecsplumbing.co.uk

We have processes in place to ensure that we respond to a request for erasure without undue delay and within one month of receipt. We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

We use customer feedback to develop and improve our services and may post your comments about our services on our

feedback page. If you do not wish to have your comments posted on our website, please indicate your desire not to be included by appending the comments section.

12. Changes to This Statement

ECS Plumbing & Heating Ltd will occasionally update this Privacy Policy to reflect company and customer feedback. Pimlico encourages you to periodically review this statement to be informed of how ECS Plumbing & Heating Ltd is protecting your information. This policy was last updated in May 2018.

13. Contact Information

ECS Plumbing & Heating Ltd welcomes your comments regarding this Privacy Policy. If you believe that ECS Plumbing & Heating Ltd has not adhered to this Privacy Policy, please contact us and we will aim to use commercially reasonable efforts to promptly determine and remedy the problem.

If you have a question or query in respect of the information collected on this website, please email us at: info@ecsplumbing.co.uk.